

CPGRAMS / PGPORTAL Action Taken Report (ATR)

1.)

1. CPGRAM Grievance no. : GOVHY/E/2026/0010156

2. Date of Registration : 26/05/2026

2.)

1. Grievance Details:

4,000 households across Sushant Lok Phase-III, are suffering from severe issues related water infrastructure

Following are the critical issues:

1. Non-Functional GMDA Water Meter issue in C-Block Boosting Station of SL3, making water capacity management completely non functional. multiple reminders and follow up to MCG XEN, SDO, JE has not rendered any results over last 2 years

2. Colony was taken over by MCG from Ansals Builder in July 2022 and the water infrastructure was supposed to be upgraded as per Deficiency Project Reports. No work has been done regarding this except for adding 1-2 submersible pumps here and there. A proper audit of the infra needs to be done accordingly update plan should be done (refer to DTP Transfer order and Deficiency Project Reports during transfer from Ansals to MCG)

3. The boosting station needs repair and civil work badly, this being in underground and inside a low level park, has been submerged in water during rainy season multiple times, leading to several days of outage and all promises of upgrade has never been met, the boosting station needs repair to stop water seepage, the air ventilators of UG boosting station which are just popping out 1-2 ft above ground level need to be bounded and lifted up since that is the main source of heavy water seepage into the UG base, leading to destruction of expensive 75 HP Motor and electrical systems. Visit of MCG Chief Engineer also had happened before. But no work done.

4. Water tanks have not been cleaned for years together

5. There is no regular proactive maintenance of the boosting station electrical and mechanical infrastructure and some part or the other give up very easily almost every alternate day creating severe water shortage for the colony

6. The O&M provisioning and right manpower provision is highly lacking, taking all repair work a very long time and taking several days of outage and water shortage sometimes

7. There have been instances of deployment of submersible pumps without following any proper SOP and for over a month contaminated water supply is happening

8. The reservoir capacity in ground needs to be increased

3.) Citizen Contact Details:

Name: Sudakshina Laha

Address:

Mobile No. 9999555459

4.) Final Report on the enquiry by the investing or reporting officer:

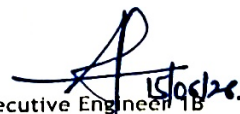
Reference: Grievance No. GOVHY/E/2026/0010156 dated 26.05.2026

In reference to the above-mentioned grievance regarding water supply infrastructure issues in Sushant Lok Phase-III, it is submitted that Municipal Corporation Gurugram has prepared an estimate amounting to Rs. 234.50 Lakh under the following work:- "Construction of Additional UGT-II and Improvement of Water Supply Infrastructure in Sushant Lok Phase-III including Repair and Rehabilitation of Existing C-Block UGT-I, Repair/Replacement of Pumping Machinery, Electrical Systems, Installation of Bulk Water Meter, Reservoir Rehabilitation, Capacity Augmentation, Water Quality Improvement Measures, Strengthening of Boosting Station and Allied Civil, Electrical and Mechanical Works in Ward No. 14, Division (Zone-II), Cluster-I, under Municipal Corporation Gurugram."

The scope of the proposed work includes repair and rehabilitation of the existing underground reservoir, strengthening of the boosting station, replacement/repair of pumping machinery and electrical systems, installation of a bulk water meter, reservoir capacity augmentation, water quality improvement measures, and other allied civil, electrical and mechanical works.

The estimate is presently under process for obtaining Administrative Approval. After approval of the competent authority, the work shall be taken up for tendering as per Government norms. Upon completion of the tendering process and allotment of work, execution of the project will be started at site.

Thus, necessary action has already been initiated by MCG for improvement of the water supply infrastructure in Sushant Lok Phase-III, and further action shall be taken after obtaining the requisite approvals.


Executive Engineer IB
Municipal Corporation
Gurugram

(Name and designation of the officer)